



## Complaints and Appeals Form

An informal complaint is when a problem can be resolved by talking with a staff member or the Manager. Many concerns can be resolved this way, but if this doesn't work and you are not satisfied, then you can make a formal written complaint. This is a formal way of telling us that you are dissatisfied or concerned with something Community Action has done.

**Complete this form to make a formal complaint/appeal about Community Action Inc.**

**Details of Complaint/Appeal:** *Include the details of your complaint/appeal, the people involved, and what you've already done to resolve it. Add extra pages if necessary.*

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**Desired Outcome:** *What do you think should be done?*

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If you would like to make this complaint anonymously, please do not provide your details below. However please note that we may not be able to fully investigate your complaint or appeal if we can't contact you. We will also be unable to provide you with any response regarding your complaint or appeal.

**Signed** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address or email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

I would like to attend a meeting to discuss my complaint/appeal: *(please circle)*    yes    no

Your complaint/appeal is confidential, and all attempts will be made to resolve this issue within 28 days. If you have indicated that you would like to attend a meeting, a staff member will contact you shortly. Any decision on the matter that you have raised will be provided to you in writing. All solutions to the complaint/appeal will take into account the aims and objectives of Community Action Inc. and have regard to the various program guidelines, relevant legislation and the spirit of tenant/client participation. If you are not satisfied with the decision made, you may request a review of the decision. A copy of the full Complaints & Appeals Handling Policy & Procedure is available from the office.

**Human Rights Complaints:** If you are not satisfied with the outcome of your human rights complaint after 45 days, you may lodge a complaint with the Qld Human Rights Commission ([www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)).

**Privacy Complaints:** If you are not satisfied with the outcome of your privacy complaint after 45 days, you may lodge a complaint with the Qld Office of the Information Commissioner ([www.oic.qld.gov.au](http://www.oic.qld.gov.au)) and/or the Qld Human Rights Commission ([www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au)).

**Charter of Victims' Rights Complaints:** Victim survivors of domestic and family violence have rights under the Charter of Victims' Rights that domestic and family violence services must uphold. You can lodge a Charter complaint directly with us, or you can lodge a complaint with the Victims' Commissioner ([www.victimscommissioner.qld.gov.au](http://www.victimscommissioner.qld.gov.au)).

Please return completed form to the appropriate department:

**Community Action – Housing Services**  
22 Nash St, Gympie 4570  
housing@communityactiongympie.com.au

**Community Action – Youth Service**  
24 Lawrence St (PO Box 659), Gympie 4570  
youth@communityactiongympie.com.au

**Community Action - Erin House**  
PO Box 610, Gympie 4570  
erinhouse@communityactiongympie.com.au

**Gympie Region Domestic & Family  
Violence Service**  
8 Mary St (PO Box 659), Gympie 4570  
cai@communityactiongympie.com.au

**Financial Literacy & Resilience Program**  
22 Nash St (PO Box 659), Gympie 4570  
flarp@communityactiongympie.com.au

**Multicultural Information Network Service**  
22 Nash St (PO Box 659), Gympie 4570  
mins@communityactiongympie.com.au

**OFFICE USE ONLY**

**Outcome/Resolution:** \_\_\_\_\_  
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**Follow Up/Other Notes:** \_\_\_\_\_  
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Manager's Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_